

## Join us in Chicago

### Workplace Learning Conference Executive Committee Members

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- ❖ Laura Chenven, AFL-CIO Working for America Institute
- ❖ Peter Creticos, Northern Illinois University
- ❖ Jerry Evans, Institute for Career Development, Inc.
- ❖ Brigid Hayes, National Literacy Secretariat, Human Resources Development Canada
- ❖ Cathy Healy, U.S. Chamber of Commerce, Center for Workforce Preparation
- ❖ Cristina Kamer, Milwaukee Area Technical College
- ❖ John Lemire, Boeing Canada Technology
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- ❖ James T. Parker, U.S. Department of Education, Division of Adult Education and Literacy
- ❖ Cynthia Pantazis, ASTD
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- ❖ Stacey Wagner, National Association of Manufacturers, Center for Workforce Success
- ❖ Rex E. Ward, Ivy Tech State College
- ❖ Stuart C. Werner, Northern Virginia Community College

Conference Director - Diana L. Robinson

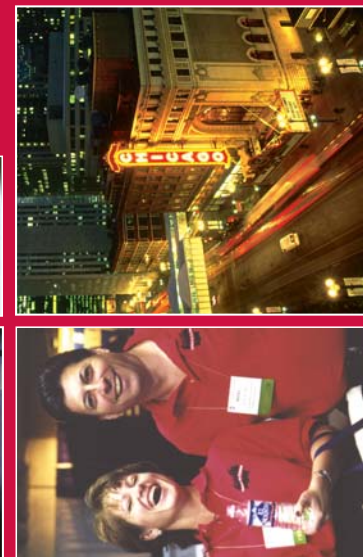
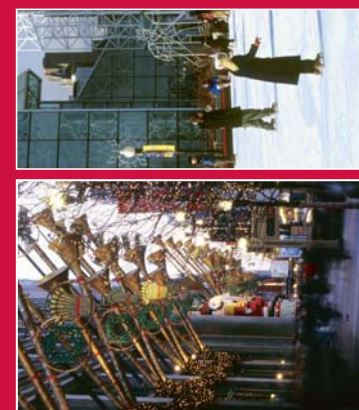
**Coordinating Organizations** - Institute for Work and the Economy in partnership with the Center for Governmental Studies at Northern Illinois University.

Planning for the Conference has been supported generously by the  
Office of Vocational and Adult Education  
U.S. Department of Education and the  
Employment and Training Administration, U.S. Department of Labor



## Great Conference in a Great City!

- ❖ Holiday Shopping
- ❖ Fabulous Food
- ❖ Museums
- ❖ Shows



### WORKPLACE LEARNING CONFERENCE

Institute for Work & the Economy  
Center for Governmental Studies  
Northern Illinois University  
148 North Third Street  
DeKalb, Illinois 60115

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INFORMATION!

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CONFERENCE INFORMATION!

# Workplace Learning Conference

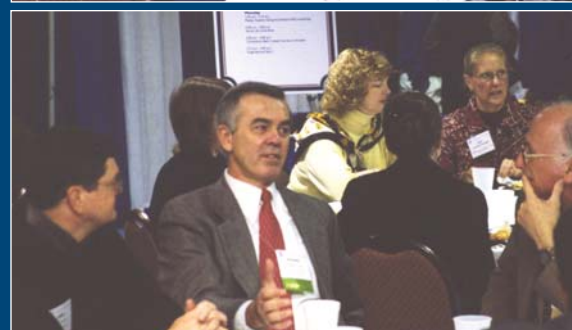
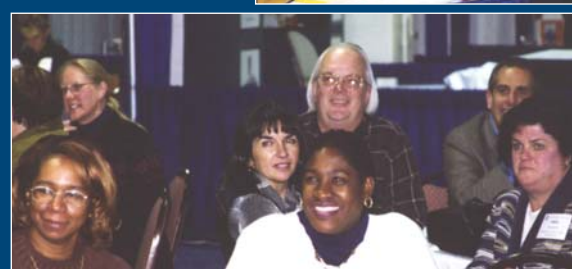
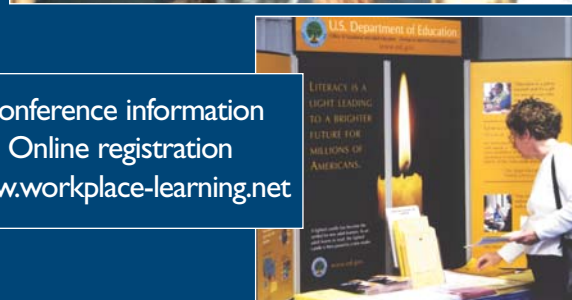
Advancing Adult Work-Based Learning:  
Building a 21st Century Community of Practice

December 7-10, 2003 ❖ Chicago

A conference for work-based learning activists,  
advocates, providers, researchers and policy-makers



Conference information  
Online registration  
[www.workplace-learning.net](http://www.workplace-learning.net)



Here are more than 70 sessions confirmed to date! Visit [www.workplace-learning.net](http://www.workplace-learning.net) for additional workshop information and the latest conference developments.

### Assessment, Evaluation, Accountability and Credentialing

*Papers Commissioned by the Office of Vocational and Adult Education, U.S. Department of Education*  
Deborah D'Amico, Miriam Burt and Laura Chenven

*Balanced Scorecard for Evaluating Workplace Education Impacts on Performance*  
Michael Bloom and Alison Campbell

*Identifying Skill Standards and Assessment Techniques in Work-Based Programs*  
Jane Eguez, Maureen Wagner and Melissa Dayton

*TOWES (Test of Workplace Essential Skills) Research, Learning and Employment Success*  
Lynda Fownes and Conrad Murphy

*Learning to Measure: Measuring to Learn*  
Barry A. Goff, Ronald W. Schack and Bennett Pudline

*Peer Collaboration: Legitimizing Informal Learning in the Workplace*  
Sharon Iversen and Becky Job

*Metalworking Competency-Based Apprenticeship System*  
Stephen C. Mandes

*Value Delivery Skills: Bridging the Gap Between the Classroom and the Workplace*  
Keith Morneau

*Assessing Workplace Learning Using the Ohio Workplace Education Model*  
Diane K. Ninke, Jody Angelone, Susan Sheehan and Linda Weeks

*Preparing Older Workers Through the Senior Community Service Employment Program (SCSEP)*  
Tony Sarmiento and  
Panel of SCSEP Program Operators

*Employment Readiness - Measuring our Success*  
Valerie G. Ward

### Innovative and Emerging Workplace Practices

*The National Guard Technology Backbone Initiative*  
Advanced Distributed Learning Co-Lab

*Planting the Seeds of Learning at John Deere*  
Don DeDobbeleare

*Learning Lean Manufacturing with CME Teleflex Canada Team Time Model*  
Tracy A. Defoe

*Strategies to Promote One-Stop Accessibility for Job-Seekers with Disabilities*  
Employment and Training Administration, U.S. Department of Labor

*Improving Educational and Economic Opportunities for Latino Learners through Contextualized ESL Models*  
Ricardo Estrada and Narciso Aleman

*Waypoint: Turning Business Challenges into Leadership Development*  
Jennifer Fry

*What Works in Workforce Development: The Impact of Joint Labor-Management Educational Programs on Workers, Employers and Unions*  
Marshall Goldberg and Glenn Scott Davis

*Making a Workplace Video: When Employees and Peers become Scriptwriters and Actors*  
Shannon R. Huberty, Glenn Button and Bernice Rettler

*Teaching a Pig to Dance - Ensuring all Employees and Job Applicants Know and Can Show Required Soft Skills in the Workplace*  
Richalene M. Kozumplik and Scott Lester

*Business Improv to Improve Workplace Performance*  
Bob Kulhan

*Voice Recognition Technology as a Workplace Language Tool for LEP Adults: A Review of Pilot Projects, a Software Demonstration and a Discussion on Literacy in the Workplace*  
Rick Roy and Barry Baer

*Employer Support of the GED for Workforce Development*  
Felix Venezuela and Joan Auchter

### Intermediary Roles, Models and Strategies

*The National Information Technology Apprenticeship System (NITAS): A Macro System for Workplace Learning and Workforce Productivity Investment*  
John Aaron and Phil Slomski

*Pennsylvania Workforce Improvement Network: Connecting Adult Basic Education and One-Stops to Provide Customized Workplace Training*  
Laura Beach

*Career Clusters in Community Colleges: Inspiration for Sparking Economic Development*  
Frances Beauman and Steven C. Webb, Sr.

*Speaking at Work: The Challenge of Blending English Language and Occupational Skills Instruction*  
Laura Chenven and Tyler Moran

*Practical Knowledge Management Tools that Foster Work-Based Learning*  
Peter Creticos and Malcolm Patel

*Papers Commissioned by the Office of Vocational and Adult Education, U.S. Department of Education*

*An Asset-Building Approach to Career Development for Low-Wage Workers*  
Anne Ladky and Jenny Wittner

*Sector Learning For and In the Workplace: Models that Work*  
Cindy Marano

*Innovative Approaches to Collaboration, Communication and Knowledge Development*  
Doris Rippey and David Rippey

*Contextualized Learning, 21st Century Apprenticeship and Project Management Training*  
Alice Rowland

*Employer-led Workforce Intermediaries: Innovations in Workplace Learning and Workforce Development*  
Jerry Rubin, Basil Whiting, Judy Resnick and Roberta F. Shulman

*Using the Collective Power of Union Consumers: Union Privilege and Educational Benefits*  
Leslie A. Tolf

### Linking Work-Based Learning and Economic Development

*Job Training, Employment and Education in Rural Alaska with Construction Trades Unions: Results of a Workplace Learning Demonstration*  
Mike Andrews and Rod Wolford

*Social Science Foundations of Work-Based Education Research and Development*  
Adrian Blunt

*The Role of Workplace Learning in a Demand-Driven Workforce System*  
Business Relations Group, Employment and Training Administration, U.S. Department of Labor

*Skills Centers and Training Models: Building Capacity through Business Partnership*  
Sarah A. Conrad

*Tapping the Skills of Experienced Workers*  
Employment and Training Administration, U.S. Department of Labor

*Colorado's Workplace, Workforce and Adult Education - A Dynamic Partnership*  
Doug Glynn, Elise Lowe-Vaughn, Pamela M. Smith, Kathleen Holmes, Peggy Herbertson and Shirley Penn

*Linking Workforce Development and Economic Development Through Career Pathways*  
Davis Jenkins, Tom DuBois, Toni Henle and Whitney Smith

*Transport Workers Move to Upgrade Skills as Century-Old New York Transit System Modernizes*  
Maureen Lamar and Arthur Goldberg

*Using Research to Forge New Directions in Workforce Education and Economic Development*  
Richard L. Lynch, Dorothy Harnish

*Understanding Education and Training Impacts: Current Federal and State Initiatives to Use Data for Sound Decision-Making*  
Dan Miller

*Developing a World Class Workforce for the Chicago Manufacturing Campus*  
Joel I. Simon and Randi Brokvist

*Building Careers, Not Just Offering Degrees*  
Bill Spruill and Stan Shoun

*Strategies to Promote Women's High Wage Employment: Preparation and Support for Women in Non-traditional Careers*  
Lauren Sugerman and Jayne Vellinga

### Program Sustainability, Resources and Funding

*Adoption and Implementation Issues in Distributed Learning*  
Advanced Distributed Learning Co-Lab

*Work-Based Learning Website: Make the "Business Case" for Workplace Learning and Improve Skills for Enhanced Performance*  
Michael Bloom and Alison Campbell

*Taking the High Road in Workforce Development*  
Tom Burress

*Industry-Led Online Learning*  
Jo Winger de Rondon

*Opening Doors to the American Dream for Hispanic Workers: ETA's Hispanic Initiative Strategy*  
Employment and Training Administration, U.S. Department of Labor

*Models of Fee-Based Workplace Education Arrangements*  
Diane Foucar-Szocki

*Delivering Health Care Training in Rural Alaska - Opportunities and Challenges*  
Bernice Joseph and kas aruskovich

*Building a Performance Management System through Workplace Learning*  
Suzanne M. Malsberry

*Update on Legislative Developments Affecting Education and Workforce Development*  
Hans Meeder (invited) and Mason Bishop

*After the Grant: Sustaining Workplace Learning Programs*  
Connie Nelson

*The QAS Experience (Quality Assurance System) - 1000 Points of Quality*  
D. E. Simmons, Steve Padgitt and Peter Murawski

*Developing and Sustaining Work-Based Educational Programs*  
Regina Suitt and Thomas Wooley

*You Did WHAT With That \$5,000 Grant?*  
Ronald Torgerson, Debra Humeniuk and Naomi Frankel

*Capturing and Transferring "Best Known Way:" A Strategic Partnership for Improving Individual and Organizational Performance*  
Robert G. Westcott, Vicky Trueblood and Susan Lynn

### Research-Based Learning Strategies

*Making Work Work: Retention Strategies from the Hitachi Project*  
Kathleen M. Brennan

*The Challenge of Learning Disabled Workers: Here's Your Tool Box*  
Donna J.G. Brian and Margaret Lindop

*Preparing for Success: Best Practices for Adult ESL Instruction at the Workplace*  
Miriam Burt

*Navigating the One-Stop System - Two State Perspectives*  
Judy Emery and Jill Meseke

*Limited English Proficiency: What Does This Mean for Our System?*  
Employment and Training Administration, U.S. Department of Labor

*Reading Work: Implications for Practice from Researching Literacies in Workplaces*  
Sue Follinsbee and Tracy A. Defoe

*Training in the Workplace: The Connection between Emotional Intelligence, Differentiated Learning and the Myers-Briggs Type Indicator*  
Joseph Horton, Cheryl Grana, Robert C. Trouskie, Sr. and Phil Laporta

*The Promise of Technology in Work-Based Education*  
Jerome Johnston

*Multiple Intelligences as Multiple Paths to Learning*  
Joyce Martin

*Workplace Learning Best Practices: A Case Study of the Direct Service Provider Training Program - A Collaboration for Success*  
Michele Pappalardo and Judy Rex

*Bridging the Gap: Expanding the Future Workforce*  
Gary L. Randall and Pat Maliszewski

*The Multilingual Corporation of the 21st Century*  
Ronna Timpa

*Pennsylvania's Approach to Workplace Basic Skills Instruction: The Workplace Education Resource Center*  
Suzanne Webster



# The 2003 Workplace Learning Conference: Matching the pace of innovation in workplace learning to the speed of economic change

## Conference Objectives

- ❖ Facilitate the sharing and exchange of knowledge among diverse stakeholders to leverage resources and affect policy
- ❖ Identify opportunities and strategies for personal and organizational improvement and growth
- ❖ Showcase effective and emerging practices and tools in workplace learning
- ❖ Support the development of communities of practice

## Conference Features

**Dynamic Keynote Speakers.** Influential leaders in business, labor and economic policy will engage and challenge conference attendees with their points of view on compelling workplace trends and issues.

**Compelling Workshops.** Choose from 77 concurrent sessions that showcase successful workplace learning models, strategies, tools and resources from business, labor, education, government and community-based organizations.

**Innovative Pre-Conference Sessions.** Powerful, cutting-edge tools for strengthening collaboration and building community will be featured in two concurrent three-hour pre-conference sessions.

**Small Group Discussions.** Facilitated open space sessions, breakfast learning exchanges and numerous networking opportunities will be offered throughout the conference to discuss a successful program, controversial issue or lessons learned.

**Exhibition Area.** A vibrant and informative "Exhibitions of Innovation" area will include vendor and sponsor display booths, effective practices posters, a computer lab and high-speed Internet connectivity.

## Keynote Speakers

**Emily Stover DeRocco**, Assistant Secretary, Employment and Training Administration, U.S. Department of Labor, **"Skills Development for the 21st Century Workforce."** Ms. DeRocco is responsible for managing an \$11.1 billion budget that funds the country's public workforce investment system, including a number of programs important to America's workers and businesses.



**William Lucy**, Secretary-Treasurer, American Federation of State, County, and Municipal Employees, **"Back to the Future - America's Choice: High Skills or Low Wages."** Lucy also serves on the AFL-CIO Executive Council and is the founder and president of the Coalition of Black Trade Unionists (CBTU), an organization of union leaders and rank-and-file members dedicated to the unique needs of African Americans and minority group workers.



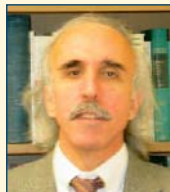
**Michael Parmentier**, Principal, Booz Allen Hamilton's Learning Systems Services Team, **"Technology, Training, Transformation ... and YOU!?"** Formerly the Director of the Office of Readiness and Training for the Secretary of Defense, Parmentier also led the Advanced Distributed Learning (ADL) Initiative, a collaborative effort between the public and private sectors to build the foundation for the emerging digital knowledge environment.



**Edward Potter**, President, Employment Policy Foundation (EPF), **"The American Workplace 2003: Business Challenges and Implications."** Ed Potter is an expert on labor and employment issues in the global economy, has testified before Congress on numerous occasions and is a U.S. Employer Delegate to the International Labor Organization.



**Samuel Rosenberg**, Professor of Economics and Director of the Honors Program, Roosevelt University, **"The American Workplace 2003: Business Challenges and Implications."** He is the author of *American Economic Development Since 1945* and has lectured and written extensively on public policy and workplace issues.



**Susan Sclafani**, Counselor to the U.S. Secretary of Education and Acting Assistant Secretary, Office of Vocational and Adult Education, **Plenary Remarks.** In her capacity as Counselor to Secretary Rod Paige, Dr. Sclafani provides counsel on educational issues and initiatives. As Acting Assistant Secretary, she concurrently serves as the principal advisor to the Secretary on all matters related to vocational and adult education.



**Jeff Taylor**, CEO, Monster.com, **"Work and the Workforce in the 21st Century."** Monster.com is one of the few high-profile dotcoms generating a profit and maintaining a consistent customer base today. Taylor has guided Monster through 10 profitable quarters in a row and captured 50% of the Web's career audience.



**Wayne G. Wouters**, Deputy Minister/Chairperson, Human Resources Development Canada, **"Skills Development for the 21st Century Workforce."** Wouters is concurrently Chairperson, Canada Employment Insurance Commission and Deputy Minister of Labour.



Don't miss the smash musical improv group featured at Chicago's ImprovOlympic, "Baby Wants Candy" at the Gala Exhibition Hall Reception on Monday, December 8, 5:30 - 7:00 p.m.



## Special Conference Features

### Pre-Conference Sessions

Two concurrent pre-conference workshops will be held from 9:00 a.m. to 12:00 p.m. Sunday, December 7. There is an additional \$75 fee to participate. These innovative pre-conferences will provide participants with practical tools to take home and use at the conference. Complete details are available on the conference web site at [www.workplace-learning.net](http://www.workplace-learning.net).

"Improvisation in the Workplace" will cover theory and improvisational exercises to boost creativity and teamwork. Bob Kulhan, a veteran improv artist with an international practice in business applications, will lead this workshop.

"Innovative Approaches to Collaboration, Communication and Knowledge Development" will introduce three proven, practical and easy-to-implement methods for collaborating in new and highly effective ways: Appreciative Inquiry, Communities of Practice and Open Space. Doris Rippey, Ed.M., a workforce development professional with the U.S. Department of Labor's Employment and Training Administration with expertise in cutting-edge organizational development techniques, and David Rippey, Ed.D., a consultant in organizational and leadership development with extensive public and private sector experience, will co-lead this session.

### Special Program Content

**The U.S. Department of Education, Office of Vocational and Adult Education (OVAE)**, is supporting a series of conference workshops addressing a broad spectrum of issues and resources in work-based education. Seven short papers have been commissioned on strategies for improving the deliver of adult work-based education. They will be presented and discussed during the concurrent breakout sessions.

**The Employment and Training Administration, U.S. Department of Labor**, is also supporting a series of workshops that examines the relationship between workforce development and workplace learning. ETA-sponsored session topics include the role of workplace learning in a demand-driven workforce system and expanding career opportunities for disabled, limited-English proficient, older and Hispanic workers.

State-of-the-art learning technology will be infused in all aspects of the conference through the partnership with the **Advanced Distributed Learning Co-Lab**. The ADL Co-Lab is jointly sponsored by the Department of Defense, the National Guard Bureau and the Department of Labor. In addition to showcasing cutting-edge initiatives in workshops, ADL Co-Lab is hosting a networked computer lab in the exhibition hall.

### Special Panel on Workforce Intermediaries.

Robert P. Giloth, editor of a major new collection of essays on workforce intermediaries, and leaders representing the American Assembly and the Partnership for Employer-Employee Responsive Systems (PEERS) will discuss recent efforts to promote the workforce intermediary approach and its promise for employers, workers, funders, practitioners, and policymakers.

### Open Space Technology

Ten open space discussion sessions will explore topics of shared interest and immediate concern with the assistance of a skilled facilitator.

### Conference Proceedings

Plenary and workshop presentation material, commissioned papers, exhibitor information and other take-aways will be available as part of the conference fees.

### Breakfast Learning Exchange

Join colleagues and experts at one of many breakfast roundtables. Gain new perspectives, share information and network.

### Continuing Education and Certification

Continuing education units and credit toward professional certification for workforce professionals will be available.

### Attention Exhibitors!

Since 1996, the Workplace Learning Conference has brought together leading professionals from business, organized labor, education, government and community-based organizations to learn about innovative and effective practices in work and learning. An estimated 1,000 individuals, from senior executives and decision-makers to front-line practitioners, will attend the 2003 conference. A significant portion of the program will bring attendees into the exhibition area:

- ❖ A Chicago Bears v. Green Bay Packers Tailgate together with conference registration on Sunday, December 7, from 12:00 p.m. to 4:00 p.m.
- ❖ All continental breakfasts and refreshment breaks
- ❖ Lunch and a Gala Reception are scheduled on Monday, December 8, from 5:30 to 7:00 p.m.
- ❖ Facilitated open space discussions and breakfast learning exchanges

A virtual exhibition hall will expand attendees' access to exhibitors. Exhibitor information and opportunities to schedule appointments with exhibitors will be provided electronically to attendees in advance of the conference. Exhibitor information will be included in the conference proceedings to provide attendees with resources and contacts after the event.

## Agenda

### Pre-Conference – Sunday, December 7

9:00 a.m. - 12:00 p.m. Registration and Pre-conference workshops (Additional fee required)  
12:00 p.m. - 4:00 p.m. Opening of "Exhibitions of Innovation" "Welcome to Chicago Tailgate Party"

### Day One – Monday, December 8

7:00 a.m. - 5:00 p.m. Registration  
7:00 a.m. - 8:00 a.m. Continental Breakfast in Exhibition Hall  
8:00 a.m. - 9:30 a.m. Welcome and Conference Overview "The American Workplace 2003: Trends and Implications"

**Edward Potter**, President Employment Policy Foundation and **Sam Rosenberg**, Professor of Economics, Roosevelt University  
Concurrent Breakout Sessions A "Skills Development for the 21st Century Workforce"

**Emily Stover DeRocco**, Assistant Secretary, Employment and Training, U.S. Department of Labor, and **Wayne Wouters**, Deputy Minister, Human Resources Development Canada  
Lunch in the Exhibition Hall "Work and the Workforce in the 21st Century"

1:00 p.m. - 2:00 p.m. Concurrent Breakout Sessions B  
2:15 p.m. - 3:45 p.m. Gala Reception and Improv Show in Exhibition Hall

4:00 p.m. - 5:30 p.m. Concurrent Breakout Sessions B  
5:30 p.m. - 7:00 p.m. Gala Reception and Improv Show in Exhibition Hall

### Day Two – Tuesday, December 9

7:00 a.m. - 5:00 p.m. Registration  
7:00 a.m. - 8:00 a.m. Breakfast Learning Exchange and Continental Breakfast in Exhibition Hall

8:00 a.m. - 9:15 a.m. "Back to the Future - America's Choice: High Skills or Low Wages"

9:15 a.m. - 10:00 a.m. Exhibition Hall Networking Break  
10:00 a.m. - 11:30 a.m. Concurrent Breakout Sessions C  
11:45 a.m. - 1:15 p.m. Concurrent Breakout Sessions D  
1:15 p.m. - 3:00 p.m. Lunch Followed by Remarks by **Susan Sclafani**, Assistant Secretary Vocational and Adult Education U.S. Department of Education and "Training, Technology, Transformation ...and YOU!"

3:00 p.m. - 4:00 p.m. **Michael Parmentier**, Principal, Booz Allen Hamilton's Learning Systems Services Team Exhibits and Posters  
4:00 p.m. - 5:30 p.m. Special Panel Presentation, "Workforce Intermediaries for the 21st Century"

**Phyllis Eisen**, Executive Director, Center for Workforce Success, National Association of Manufacturers  
**Nancy Mills** (invited), Executive Director, Working for America Institute, AFL-CIO  
**Richard McGahey**, Managing Vice President, Abt Associates, Inc.  
**Robert Giloth**, Director, Family Economic Success, Annie E. Casey Foundation  
**Jerry Rubin**, Vice President, Jobs for the Future  
8:00 p.m. - 10:00 p.m. Off-site Music Event (Optional)

## Hotel Accommodations

The **Sheraton Chicago Hotel & Towers** is the site of the 2003 Workplace Learning Conference. Located in the heart of downtown Chicago, this award-winning hotel is just off Michigan Avenue and



within a short walk of Navy Pier, museums, shopping, entertainment and countless fine dining choices and other cultural attractions.

The hotel offers spectacular views of Lake Michigan and the city skyline. Guests enjoy deluxe accommodations, in-room safes, coffee makers, mini-bars, and cable television with movies and video games. There are five distinctive restaurants and lounges.

a fully-equipped health club, indoor swimming pool, sun deck, sauna and massage therapy.

For hotel reservations, **call toll-free 1-800-325-3535**. You may also **register online at [www.workplace-learning.net](http://www.workplace-learning.net)** by clicking on the "Accommodations" link on the toolbar on the left side of the home page. Conference room rates are \$159 for a single or double

room. When making your reservation, be sure to **refer to the Workplace Learning Conference** to receive the special conference rates. **Rates are guaranteed through November 21st**, but rooms may sell out earlier. **Call today!**



**Sheraton Chicago Hotel & Towers**  
301 East North Water Street  
Chicago, IL 60611

## Agenda, Continued

### Day Three – Wednesday, December 10

7:00 a.m. - 8:00 a.m. Breakfast Learning Exchange/Continental Breakfast

8:15 a.m. - 9:45 a.m. Concurrent Breakout Sessions E

10:00 a.m. - 11:30 a.m. Cosing Plenary "Land of Opportunity?"

**Janet Dassinger**, Executive Director, Labour Education Centre  
**Narciso Aleman**, Principal, Aleman and Associates  
**James Schultz**, Senior Manager, Public Policy, Government and Community Relations, Walgreens

## WORKPLACE LEARNING CONFERENCE REGISTRATION

December 7-10, 2003 ♦ Chicago ♦ Register Online at: [www.workplace-learning.net](http://www.workplace-learning.net)

Please print or type the information requested below and retain a copy for your records.

☐ Dr. ☐ Mr. ☐ Ms. ☐ Mrs.

Name (Full Name)	Name Preferred on Conference Badge (If Different)		
Organization	Your Department (If Any)		
Your Position/Title	Address		
City	State/Province	Zip/Postal Code	Country
E-Mail	Telephone		Fax

**PRIMARY AFFILIATION** (Check One) ☐ Business ☐ Union ☐ Labor/Management Partnership ☐ Education ☐ Government ☐ Consultant ☐ Community-Based Organization ☐ Other Nonprofit Organization

**SECTOR DESIGNATION** (Check One) ☐ Education/Training ☐ Financial/Business Services ☐ Government/Public Administration ☐ Health/Human Services ☐ Hospitality/Tourism ☐ Information/Scientific/Technical Services ☐ Manufacturing ☐ Transportation/Distribution ☐ Wholesale/Retail Sales and Service ☐ Workforce Development ☐ Other

### REGISTRATION OPTIONS

Three-day conference fees include the Monday evening reception, lunch on Tuesday, three continental breakfasts, breaks and conference proceedings

**ALL TOTALS IN U.S. DOLLARS.**

ENTIRE CONFERENCE	AMOUNT
<input type="checkbox"/> Standard (By December 5)	\$395
<input type="checkbox"/> Standard International (By December 5)	\$295
<input type="checkbox"/> Confirmed Presenter	\$200
<input type="checkbox"/> Confirmed International Presenter	\$150
<input type="checkbox"/> Full-Time Student	\$295
<input type="checkbox"/> On-Site Registration	\$450

### SINGLE-DAY RATE

☐ Monday ☐ Tuesday ☐ Wednesday

<input type="checkbox"/> Continuing Education Units	\$15
Invoice Processing Fee (required for each purchase order)	\$15

### GROUP DISCOUNTS

Group discount registrations must be either mailed or faxed at the same time to receive the discount.

☐ Group Rate (4 or more participants)

**PRECONFERENCE REGISTRATION** \$75

Both preconference sessions will be 9:00 a.m. - 12:00 p.m. Sunday, December 7  
**Please select one.**

☐ Innovative Approaches to Collaboration, Communication and Knowledge Development

☐ Improvisation in the Workplace

TOTAL REGISTRATION FEES

\$

### METHOD OF PAYMENT (Check One)

If you are paying by credit card, you may register on-line at [www.workplace-learning.net](http://www.workplace-learning.net) or you may fax this form to (815) 753-6900. Check, purchase order, or credit card information must accompany mailed registrations. Be sure to include the \$15 invoice processing fee if submitting a purchase order. Make payment to Workplace Learning Conference. Federal Identification Number 36-4389954.

☐ Check Number \_\_\_\_\_  
☐ Purchase Order Number \_\_\_\_\_  
☐ American Express ☐ Discover ☐ MasterCard ☐ Visa  
Card Number \_\_\_\_\_ Expires \_\_\_\_ / \_\_\_\_  
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Card Holder Name \_\_\_\_\_

**ON-SITE REGISTRATION** - On-site registration is required after December 5.

**REGISTRATION CONFIRMATIONS** - Confirmations are mailed within 72 hours of receipt.

**CANCELLATION POLICY** - Cancellations must be submitted in writing and be postmarked or faxed by November 21, 2003. A \$75 service charge will be deducted from all refunds. After November 21, no refunds will be given. Fax requests to (815) 753-6900 or mail to: Northern Illinois University, Outreach Shared Services, Non-Credit Registration Office, DeKalb, Illinois 60115.

**SPECIAL NEEDS** - Appropriate accommodations for persons with disabilities will be made if requested. Call (815) 753-6925 or send e-mail to [mrosenbe@niu.edu](mailto:mrosenbe@niu.edu)

**QUESTIONS** - For registration questions, call (815) 753-2515. General conference inquiries may be directed to Maureen Rosenberg at (815) 753-6925 or [mrosenbe@niu.edu](mailto:mrosenbe@niu.edu).

**Mail: WORKPLACE LEARNING CONFERENCE**

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DeKalb, Illinois 60115

**Web:** [www.workplace-learning.net](http://www.workplace-learning.net) ♦ Fax: 815.753.6900